MNStar 4.2 Upgrade Guide

Table of Contents

Chapter 1

Interface Improvements

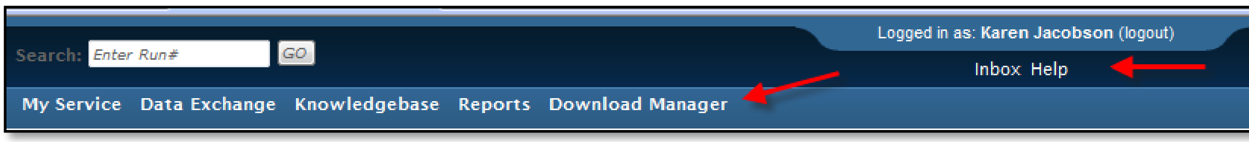
1.1 Chapter Overview

MNSTAR will be updated to Version 4.2 which will improve the use of the system with regards to ambulance service customization and overall speed of entry of the pre-hospital care data entered into the system.

The MNSTAR user will immediately notice that the tabs at the top of the screen have changed. Instead of seeing them at in the middle center as they have been historically:

The current MNSTAR version 3.6:

The new MNSTAR version 4.2:



The navigational buttons have now moved to the left, while the Logout button has moved to the far right.

1.2 MNSTAR Left Panel Changes

Several changes have been made to the left panel to make navigation through the system more efficient.

- Closing the left panel window is now accomplished by using the icon .
- The ability to expand the left panel is no longer an option. It now has a fixed width with a scroll bar at the bottom.
- There is also a new *Inbox* option. This allows for emails to be sent within the MNSTAR system. This is ideal for *Quality Assurance / Quality Improvement* communications.

Chapter 2

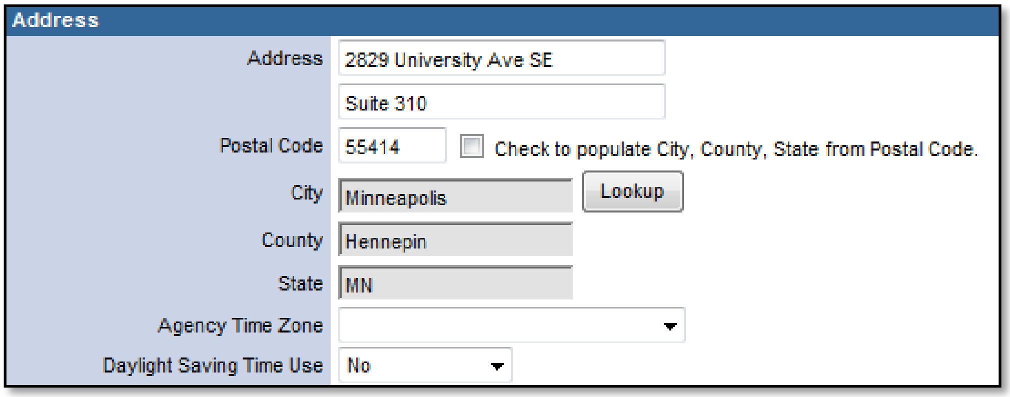
Service Setup

2.1 Chapter Overview

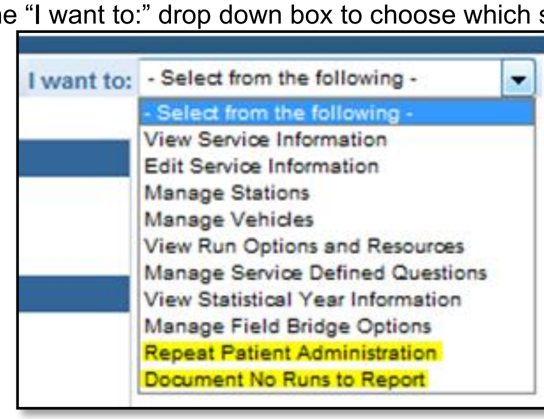
The Service Setup section contains many options to set your service up for reporting and distinguish it from all other services using the system. This includes custom questions for your run form, vehicle information, your service's contact information and setup for optional run form features.

2.2 Ambulance Service Configuration

There is a new option for entering the City, County, and State for the ambulance service address information. The *Lookup* box functionality that is used to enter the *Incident Address* and *Patient Home Address* has been deployed to the *Service Setup* section as well.



The EMS Service Administrator is able to configure more information specific to them under Service Setup. To do so click on the Service Setup icon. To make changes to the various options click on the "I want to:" drop down box to choose which section to edit.



2.3 Configurable Sections Within View Run Options and Resources

The run form can be configured to fit your service's needs in a variety of ways, from turning features on and off to customizing lists so that commonly picked items appear near the top. This can help your staff complete their run forms much more quickly and with fewer errors.

1. From the *I want to*: drop down menu, select *View Run Options and Resources.*
   The *Customization* page appears.

Version 4.2 MNSTAR Service Customization Options	Current MNSTAR Service Customization Options

Version 4.2 MNSTAR Service Customization Options

Add New Resources	Count
edit Destination Names	10 Names
edit Agency Transferred To/From Names	2 Names
edit Favorite Locations	44 Locations
edit First Responder Agencies	10 Agencies
edit Insurance Companies	0 Companies
edit Leave Of Absence	4 Reasons

Setup Service Options	Status
edit Auto Narration	On
edit Billing Export	On
edit Interactive Physical Assessment	Off
edit Repeat Patient	On
edit Time Documentation	HHmm

Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	Customized
edit Primary Role of Unit	BLS Ground Transport
edit Runs Locking Option	7 Days
edit Run History Incident Date Range Default	60 Days
edit Modify Medication and Procedure Permissions by Certification Level	Customized
edit EMS Audit Events Setup	Off

Current MNSTAR Service Customization Options

Add New Resources	Count
edit Destination Names	10 Names
edit Favorite Locations	44 Locations
edit First Responder Agencies	10 Agencies
edit Insurance Companies	0 Companies

Setup Service Options	Status
edit Auto Narration	On
edit Billing Export	On
edit Interactive Physical Assessment	Off
edit Repeat Patient	On

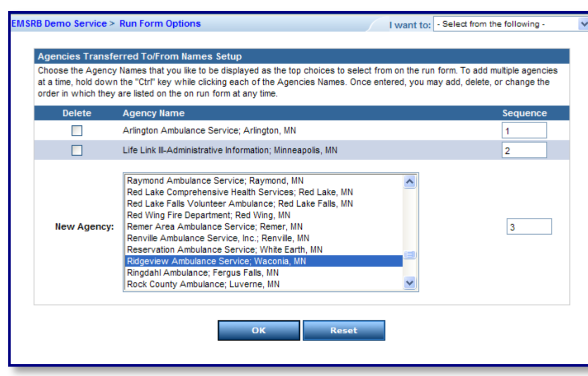
Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	Customized
edit Primary Role of Unit	BLS Ground Transport
edit Runs Locking Option	7 Days

NOTE: There are three general headings: 1) Add New Resources, 2) Setup Service Options, and 3) Modify Service Configurations.

Within the **Add New Resources** heading the user is now able to enter information related to:

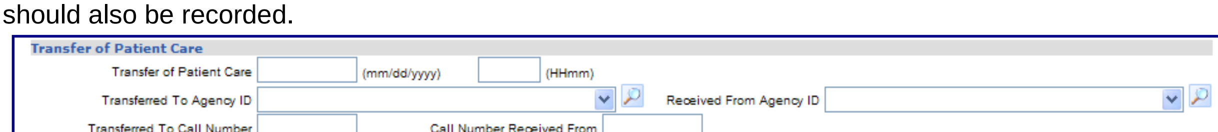
Agency Transferred To/From Names

- The system now allows the capability to capture when patients are either transferred to or received from another EMS provider.



- Each EMS Service Administrator has the ability to select the ambulance providers he or she works with most often. Choose from the list of licensed Minnesota Ambulance Services and order them as preferred.

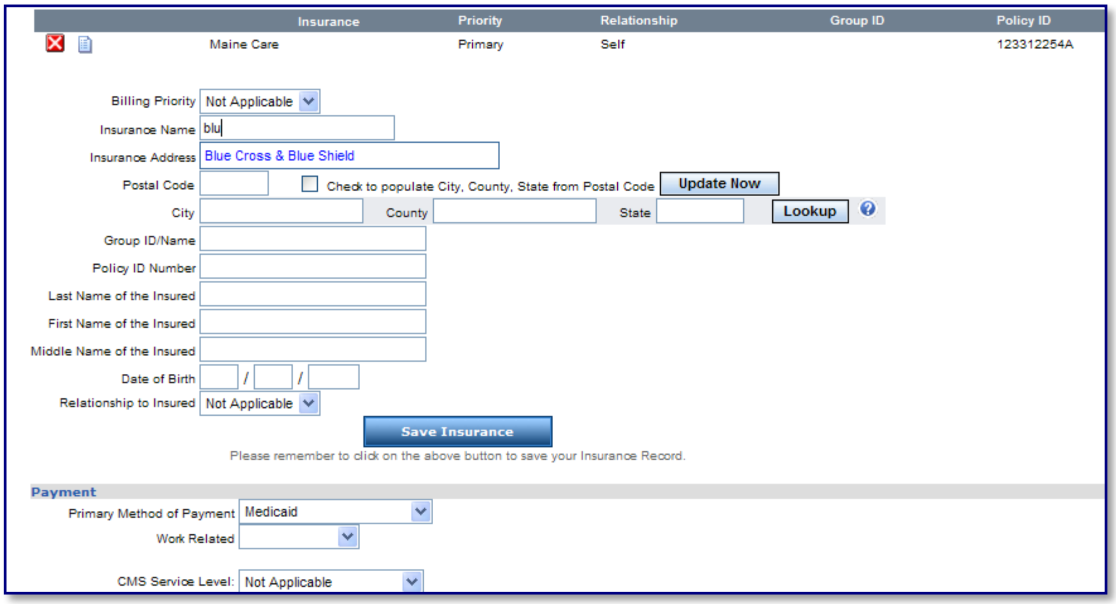
- Within MNSTAR the user can document this information in the following section. The date and time the patient care is transferred can be documented, capturing the ambulance service either transferring care to or receiving the patient from. The *Call Number* of the ambulance service should also be recorded.



Insurance Companies

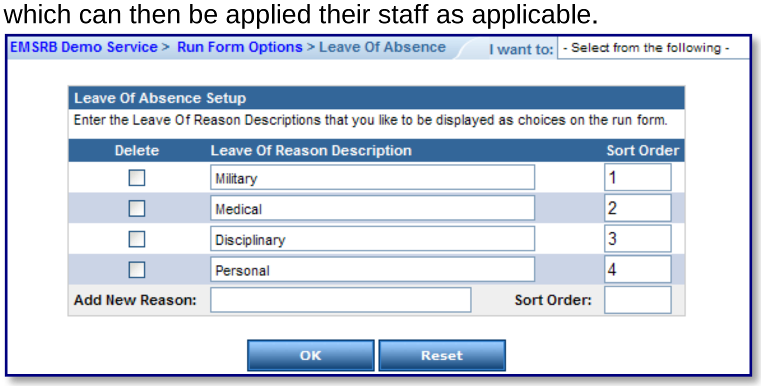
- The insurance companies and addresses that are used most frequently by patients can be entered here.

- Once the information is entered when the staff member entering the data into MNSTAR access the *Billing* page and starts typing the insurance name, the name will be recognized.The address information will populate once the name is clicked. The staff member only needs to enter the insurance statistics pertinent to the patient.



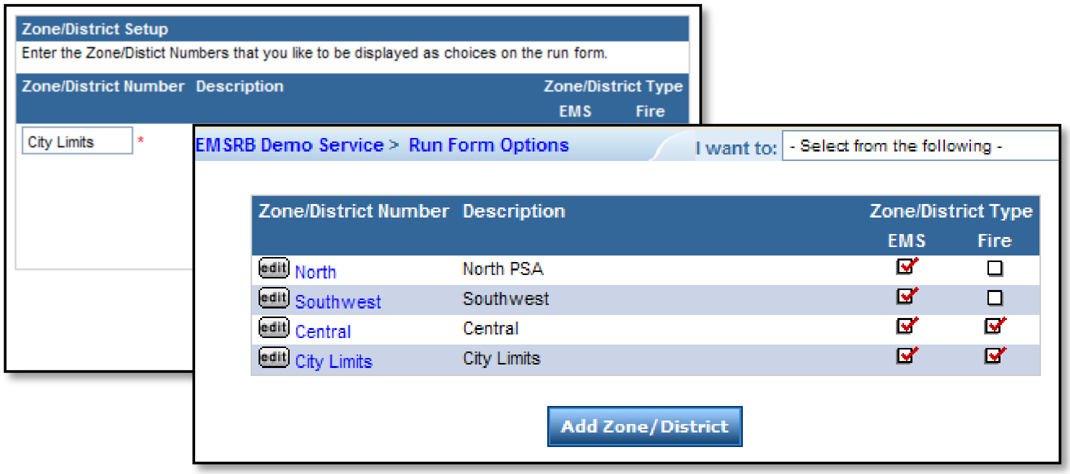
Leave of Absence

Each EMS Service Administrator can create a list of categories related to Leave of Absence which can then be applied their staff as applicable.



Zones/Districts

Each Ambulance Service can enter zones or districts for their *Primary Service Area* (PSA).

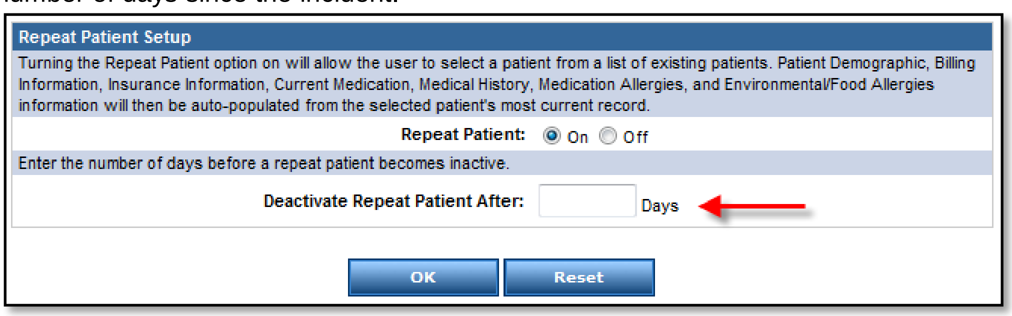


Service Setup Options

Within the **Setup Service Options** heading there is one new option and one update.

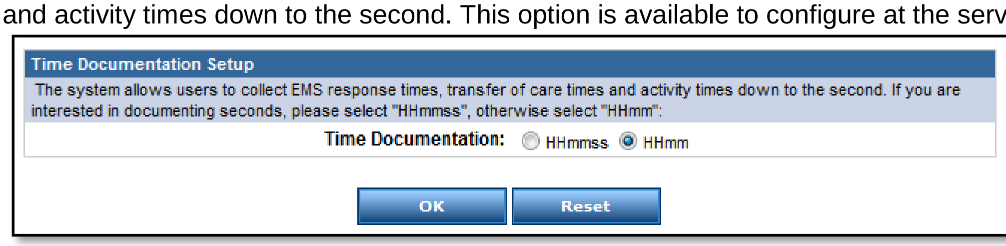
Repeat Patient

The EMS Service Administrator has the ability to “inactivate” repeat patients based on the number of days since the incident.



Time Documentation

Time in seconds - The system allows users to collect EMS response times, transfer of care times and activity times down to the second. This option is available to configure at the service level.

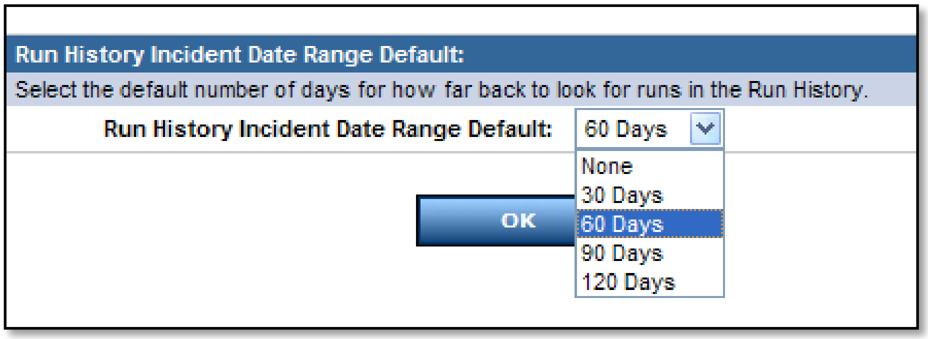


Modify Service Configurations

The Modify Service Configurations section within the View Run Options and Resources page has new features that will allow you to change the date range that is automatically selected for searching run history and will allow you to set permissions so that only certain medications and permissions are available for staff members of a certain certification level.

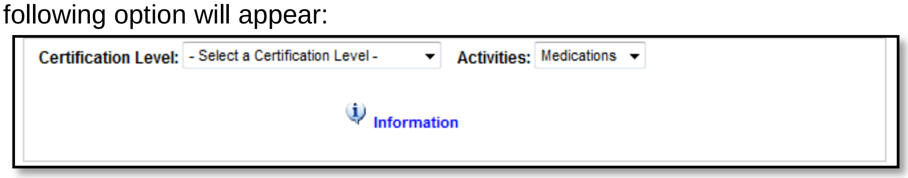
Run History Incident Date Range Default

Previously MNSTAR had a 60-day default when searching the records in the system. Now the EMS Service Administrator can choose the default date range to search.

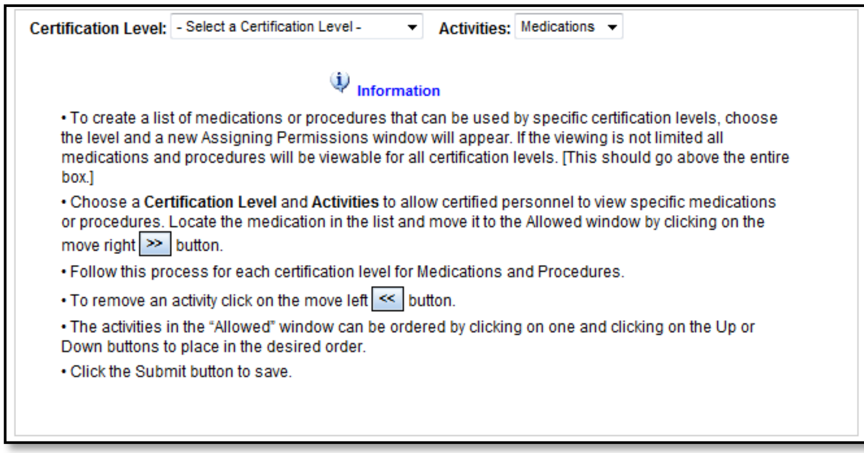


Modify Medication and Procedure Permissions by Certification Level

- There is a new feature that allows each EMS Service Administrator to customize the procedures and medications based on the certification level as determined by the director, medical director and the State of Minnesota Statutes, Chapter 144E.
- Upon selection of the crew member administering the drug or performing the procedure, the selection lists will automatically refresh and reduce the number of viewable items for that particular treatment. This will assist to prevent eroneous documentation.
- The EMS Service Director can restrict the medications and procedures based on crew member certification level.
  1. Click the edit button to setup or modify the procedures and/or medications. The following option will appear:



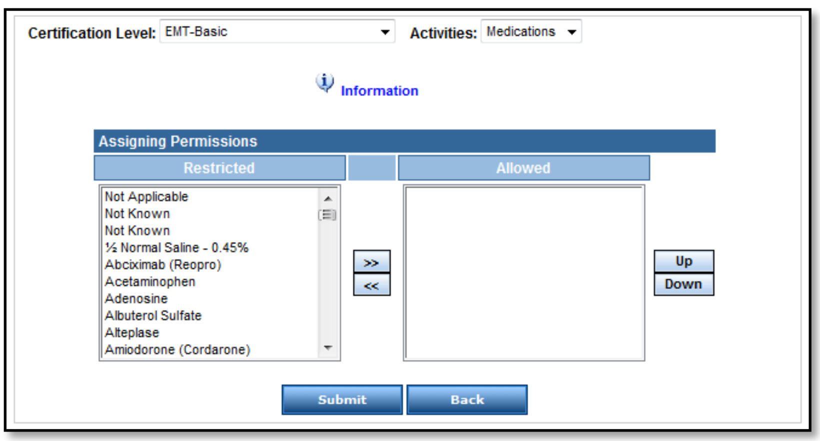
2.Choose the blue Information language to display the directions.



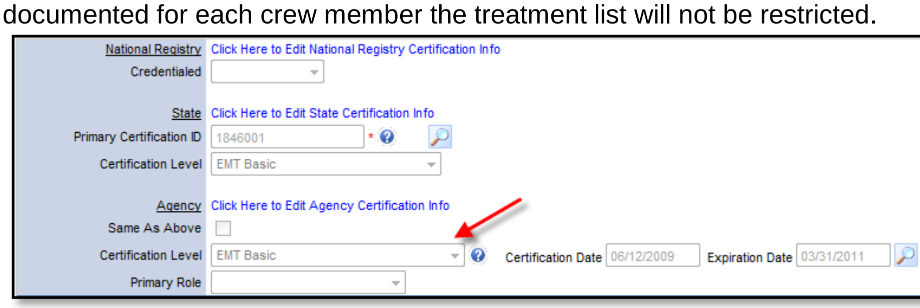
3. Choose the certification level and activity to set up either the *Medications* or *Procedures* a crew member level is authorized to utilize.

NOTE: A window will open showing a list of *Restricted* treatments. Use the arrow buttons to move the appropriate treatment to the *Allowed* window. The list can be modifed at any time by using the *Up* and *Down* buttons.

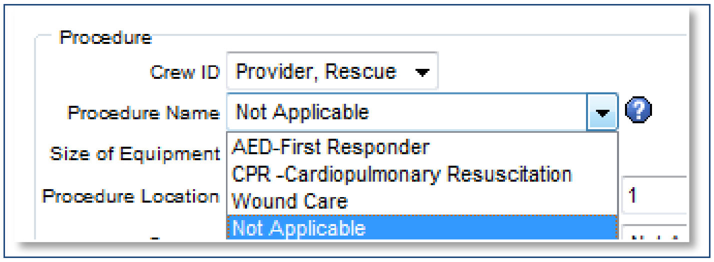
4. Select the *Submit* button to apply the update.



- How this change affects the patient care report form is dependent upon two things. First, within the *Service Staff* section each crew member must have the *Agency Certification* Level entered in addition to the *State Certification ID* number. Without this information documented for each crew member the treatment list will not be restricted.



- Second, the crew member responsible for the treatment must be chosen first within the *Activities* section. To assist in this process, ImageTrend moved the crew member selection to the upper left hand section of the medication and procedure list. As soon as the the crew member is selected, the list will change, showing only those values selected by the EMS Service Administrator for a particular certifical level.

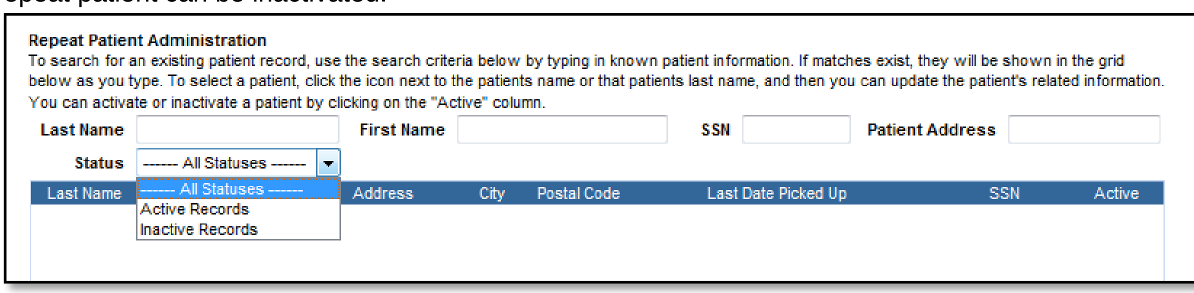


- If a crew member has not had the staff profile configured to reflect a crew member level within the Staff list then that individual will have access to all medications and procedures.

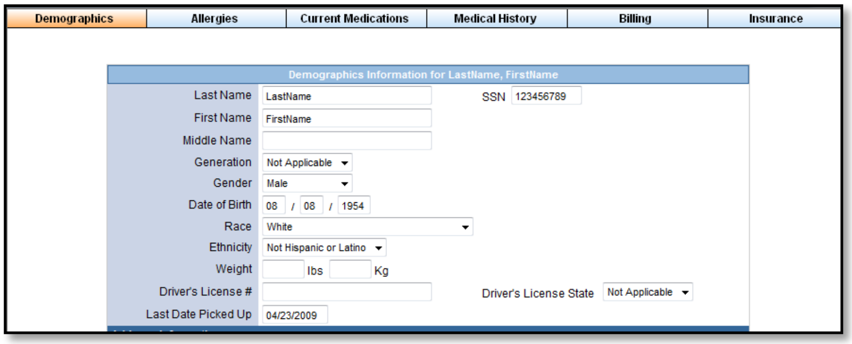
2.4 Repeat Patient Administration

The Repeat Patient Administration section allows you to keep your database of repeat patients updated with the most current information on those patients, and to remove patients from the database if they are no longer considered repeat patients.

1. Any patients that have been transported by the ambulance service can be "searched" based on name, address, or social security number as well as by *Active* or *Inactive Records*. The information pertinent to the patient can then be updated or if there are multiple records one repeat patient can be inactivated.



2. The patient can be selected and the following window will open. Please **NOTE:** There are multiple tabs for each patient including *Demographics, Allergies, Current Medications, Medical History, Billing,* and *Insurance.* Each of these sections can be updated to accurately reflect the data relevant for the patient.

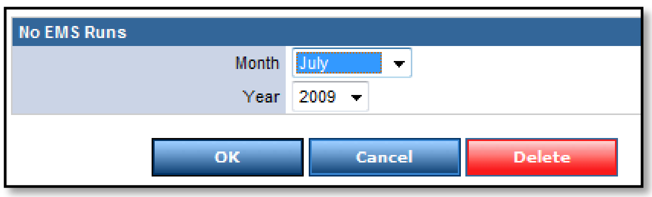


3. On the bottom of the patient *Demographic* tab the patient status can be made *Inactive.*

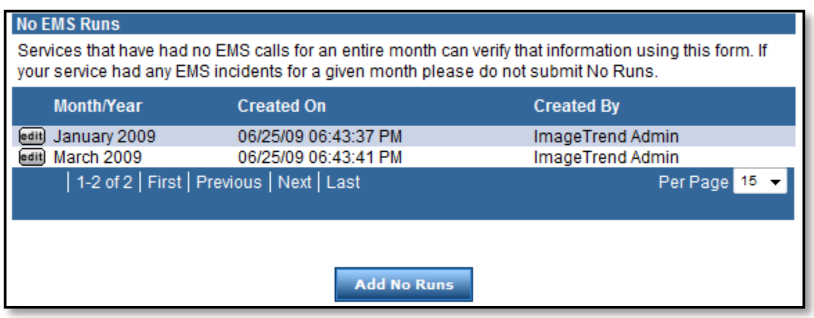
2.5 No Runs To Report

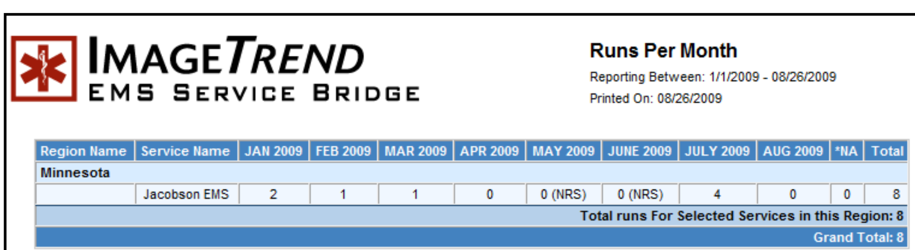
The is an option now for ambulance services to report to the state office that they have not responded to any calls in a particular month.

- The EMS Service Director is able to select the month to report no records.



- A history of the months with no ambulance service requests is visible from this section. In addition it is carried over to the *System Runs Per Month* report accessible from the *Administration* tab:





Region Name	Service Name	JAN 2009	FEB 2009	MAR 2009	APR 2009	MAY 2009	JUNE 2009	JULY 2009	AUG 2009	*NA	Total
Minnesota											
	Jacobson EMS	2	1	1	0	0 (NRS)	0 (NRS)	4	0	0	8
Total runs For Selected Services in this Region: 8											
Grand Total: 8											

Chapter 3

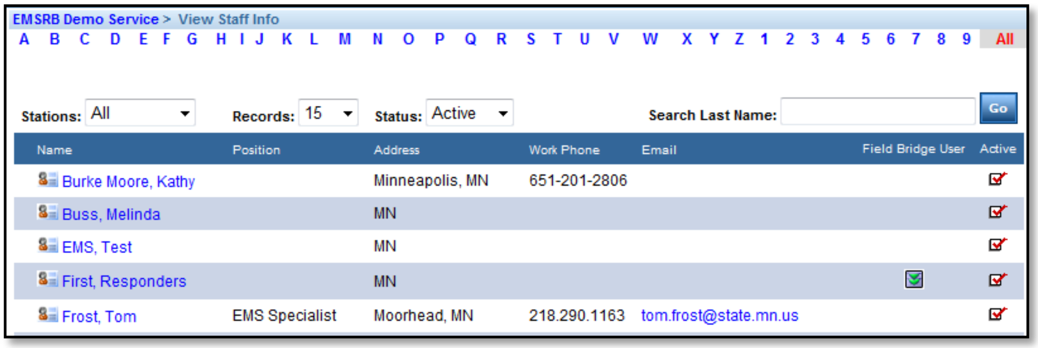
Staff Profiles

3.1 Chapter Overview

Any staff member who needs to access the system needs to have a profile set up in your service. These staff profiles have been updated to keep track of additional information and to make information more easily accessible to the service administrator.

Inactive Staff Members

The Ambulance Service Administrator can now see which personnel have been made “Inactive” from their roster by choosing from the drop down list: All, Active, or Inactive.

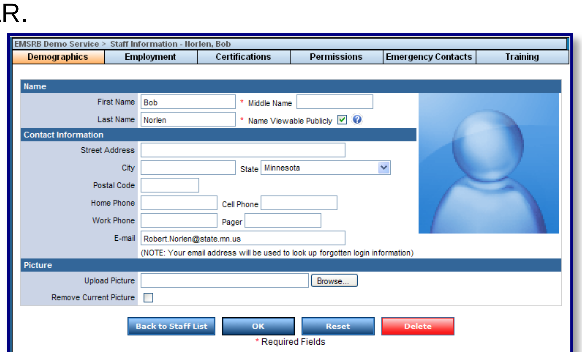


Interface Improvements

The Staff Profile itself has changed significantly. Previously all of the information was available in one section. Now there are six tabs that the ambulance service administrator has access to: *Demographics, Employment, Certification, Permissions*, and *Emergency Contact.* The *Training* tab is visible to the users but is not a functional option in MNSTAR. The staff member, unless administrative rights are assigned, will not see the *Employment* tab. Each staff member will be able to edit their own demographic and emergency contacs information. On the *Permissions* tab personnel can change their login name and password, but not see their permission level. Personnel can also see but not edit the *Certification* tab.

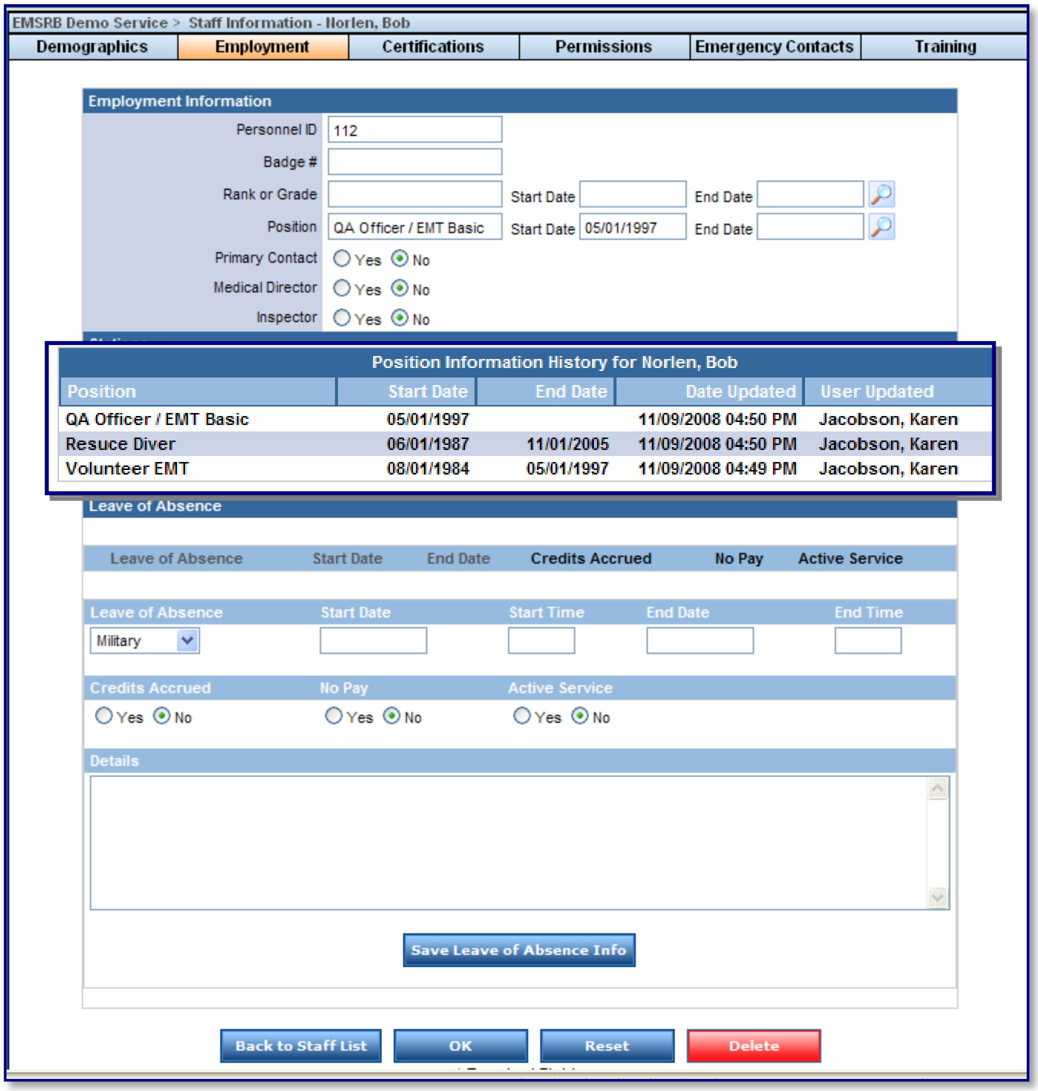
Demographics

1. Enter as much information regarding the staff member as needed.
2. If the “Name Viewable Publicly” box is checked this staff member’s information will appear on the public side of MNSTAR.
3. Remember to enter the email address of the staff member. This ensures that if the login name and password have been forgotten by the staff member that it can be emailed to them by MNSTAR.



Employment

1. The employment tab allows the ambulance service director to use MNSTAR as a human resource tool.
2. Each position a crew member holds, past or present, can be captured in MNSTAR. (i.e. volunteer EMT, QA Officer, Assistant Director, EMT-Paramedic, etc)
3. If crew members take a Leave of Absence from the service this information can be documented as well.



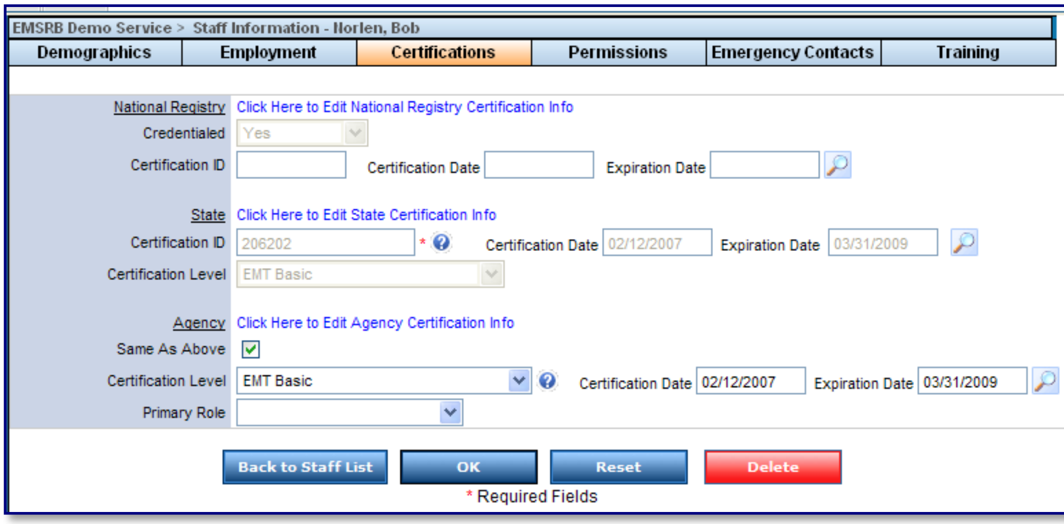
Position	Start Date	End Date	Date Updated	User Updated
QA Officer / EMT Basic	05/01/1997		11/09/2008 04:50 PM	Jacobson, Karen
Resuce Diver	06/01/1987	11/01/2005	11/09/2008 04:50 PM	Jacobson, Karen
Volunteer EMT	08/01/1984	05/01/1997	11/09/2008 04:49 PM	Jacobson, Karen

Certification

- The certification level of a crew member is more controlled with the upgrade. Previously the user could access and edit their own infformation. Now only those with service administrator permission can do so.

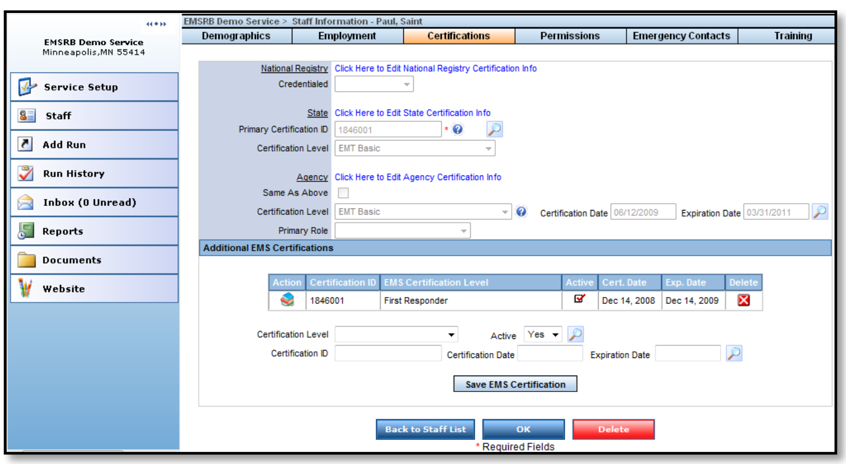
- In order for the crew member to appear on the MNSTAR crew member drop down list, the 6-digit EMSRB certification number must be entered in the State Certification section. In order to enter this information click on the blue wording “Click Here to Edit State Certification Info”.

- It is very important for you to assign a certification level to each staff member in the Certification tab of the profile. Certification information is required for a staff member to complete any run forms, and the certification level will control which medications and procedures that staff member can record on a run form. The certification level is assigned in the agency certification section, most of which will be automatically copied over from the state certification section if that is completed..
  1. Click on the blue *Click Here to Edit Agency Certification Info*, then click the *Same as Above* box. This will automatically populate the Certification Level and dates of certification if entered.



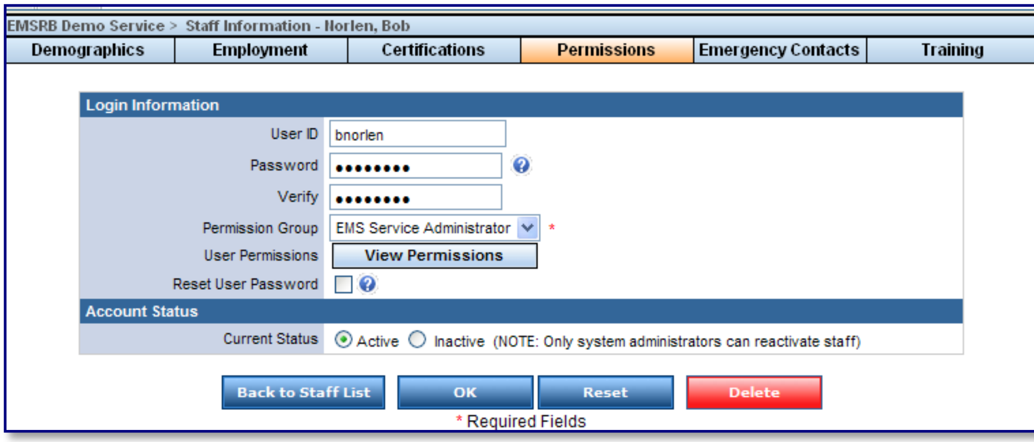
Additional EMS Certifications

A new section "Additional EMS Certifications" is now available to document additional EMS certification information for staff members.



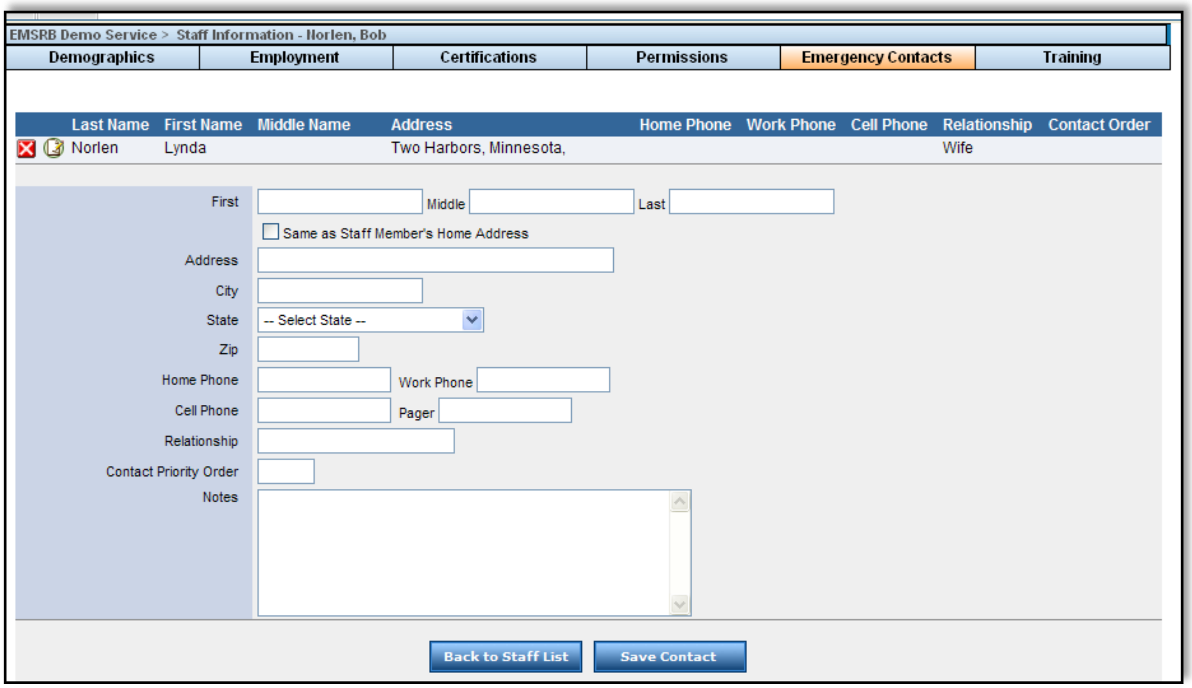
Permissions

- The Permissions tab allows the ambulance service administrator to assign a login name and password for each staff member. Permission groups and individual permission can be assigned as well.
- When a staff member is leaving the service, instead of deleting that individuals staff profile they can be made "Inactive". This allows their name to continue to appear on reports.



Emergency Contacts

Multiple emergency contacts can be entered by etiher the ambulance service administrator or the crew member. Simply enter the information as provided.



Chapter 4

Adding A Run

4.1 Run Form Enhancements

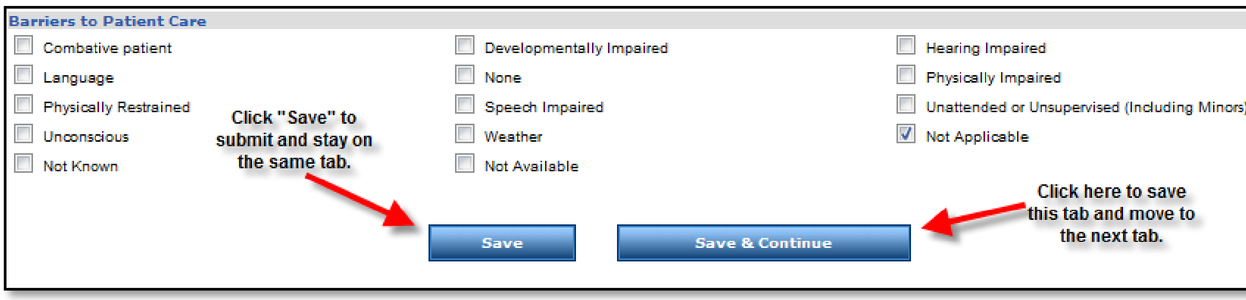
The run form has new features to make it easier for staff members to quickly and accurately complete their run forms.

Responding Unit

The responding unit will now be listed in the audit trail on EMS run forms at the top of the page.

Saving Buttons

There are now two (2) save buttons on all tabs of the run form: "Save" and "Save and Continue". The "Save" button will save the information but will keep the user on the same run form tab after submission. The "Save and Continue" button will save the information and will move the user forward to the next run form tab.



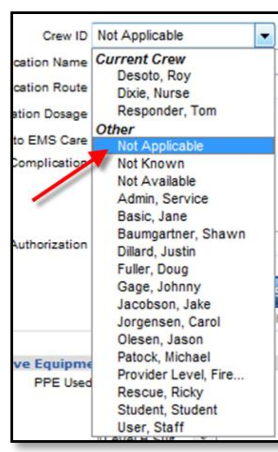
Medications Information Pre-Populated

When a medication is administered and documented in the Vitals/Treatments section the dosage, dosage units, and route will automatically populated based on the information entered at the state administrator level. When entering a record into MNSTAR the EMS crew member has the ability to modify this information as needed.

Activities and Crew Members

The crew member selection boxes in the activities section on MNSTAR run forms will now display the service's entire staff list with the documented crew members on the call showing up towards the top of the entire list.

When adding an activity (procedure, vital sign, ekg, or medication), the crew member will default to "Not Applicable" which will appear at the top of the "Other" list of staff members for the ambulance service.



Set Narrative Confirmation

The "Set Narrative" button will now have a confirmation screen so that users do not accidentally click on this and overwrite their customized narratives.

Insurance Company Setup and Use

For services that have a large number of insurance companies, there is now a new "Insurance Company Lookup" button to assist with easy and rapid lookup of insurance company names and to pre-populate it onto the run form.

Chapter 5

Audit Tracking Enhancements

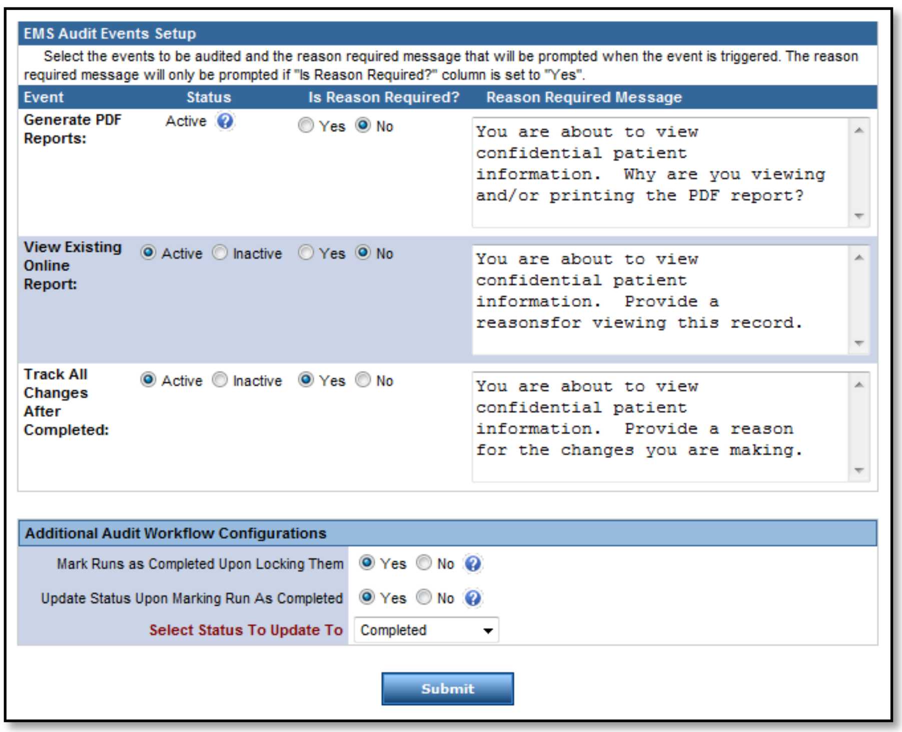
5.1 Audit Tracking Overview

The State Bridge has the capability to audit any fields that were updated on the EMS run form once the run has been marked as "completed." This is configurable by the service themselves on what they would like to track. The system can now also track reasons for viewing existing online reports and the reasons for generating any PCR reports. EMS Service Administrator can also choose to require reasons for all submissions of the run forms for a more enhanced audit history.

- From Service Setup, View Run Options and Resources, go to the third heading “Modify Service Configurations”. The EMS Audit Event Tracking is at the bottom of the list.

Modify Service Configurations	Status
edit Auto Call Number Setup	On
edit Edit Signatures	Customized
edit Primary Role of Unit	BLS Ground Transport
edit Runs Locking Option	7 Days
edit Run History Incident Date Range Default	60 Days
edit Modify Medication and Procedure Permissions by Certification Level	Customized
edit EMS Audit Events Setup	Off

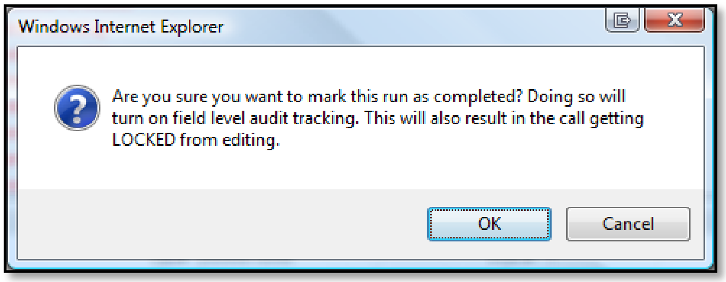
- Clicking on this link will open the EMS Audit Events Setup window where it can be configured based on service needs.



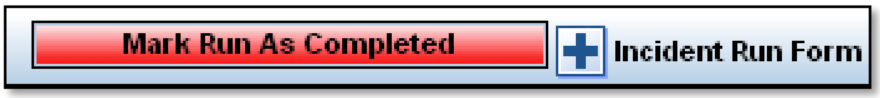
5.2 Marking a Run as Completed

In order for the audit tracking to begin, after the entire call has been entered, click on the “Mark Run As Completed” button on the main tool bar at the top of the run form.

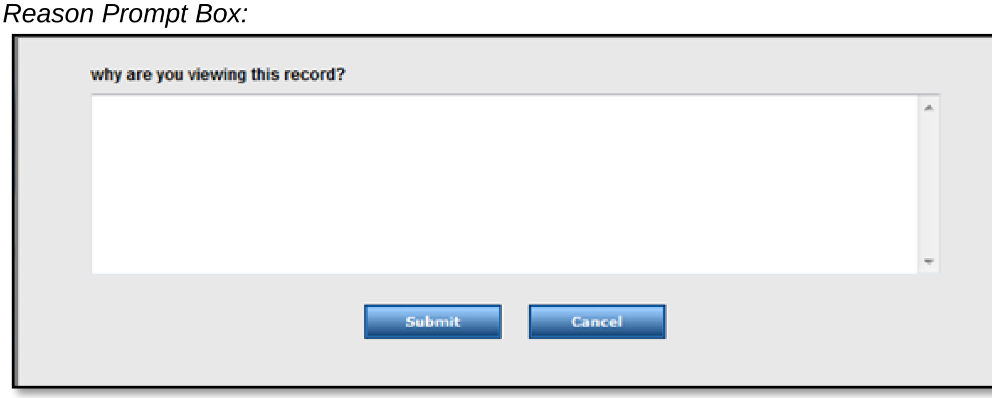
A warning window will be displayed to the user upon clicking the *Mark Run As Completed* button for triggering field level audit tracking. There is a sentence reminding the user that the call will also get locked upon doing so.



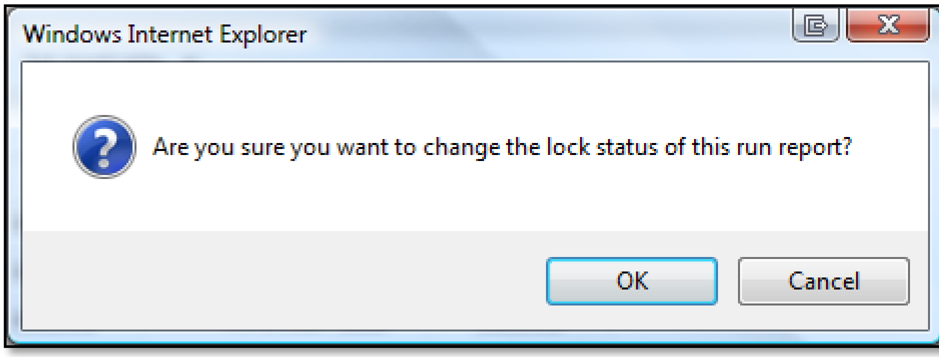
The screen will change to show the following:



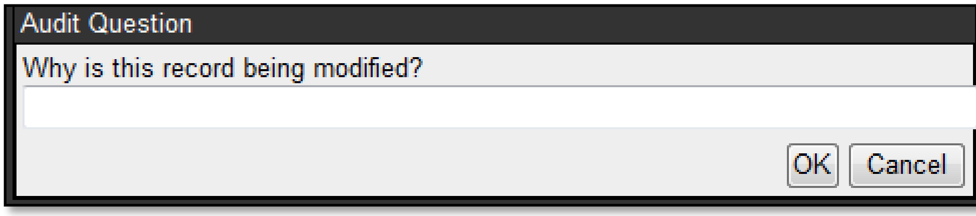
- **Editing a Record marked as *Completed***
  Users will be able to edit run form information after unlocking the records. Any changes made will be captured through audit tracking. If user permissions allow, once a record has been edited it is recommended that the run form be re-locked.
- **Audit Tracking**
  The additional audit workflow configuration to mark a run as completed upon locking it and updating the status (these conditions will only apply if they have been specified) will now also apply with the locking scheduled task that runs periodically for the system. Any actions performed (status updates, run being marked as completed) will be audited in the incident history of the run.
- **Reason Prompt Text**
  Depending upon the Audit Tracking setup by each service a window will open for Viewing the Record, Viewing the PDF, Changing the PDF type, Unlocking the record.
  - *Reason Prompt Box:*



  - *Unlocking a Record Message:*



- *Audit Question Prompt Window:*



Chapter 6

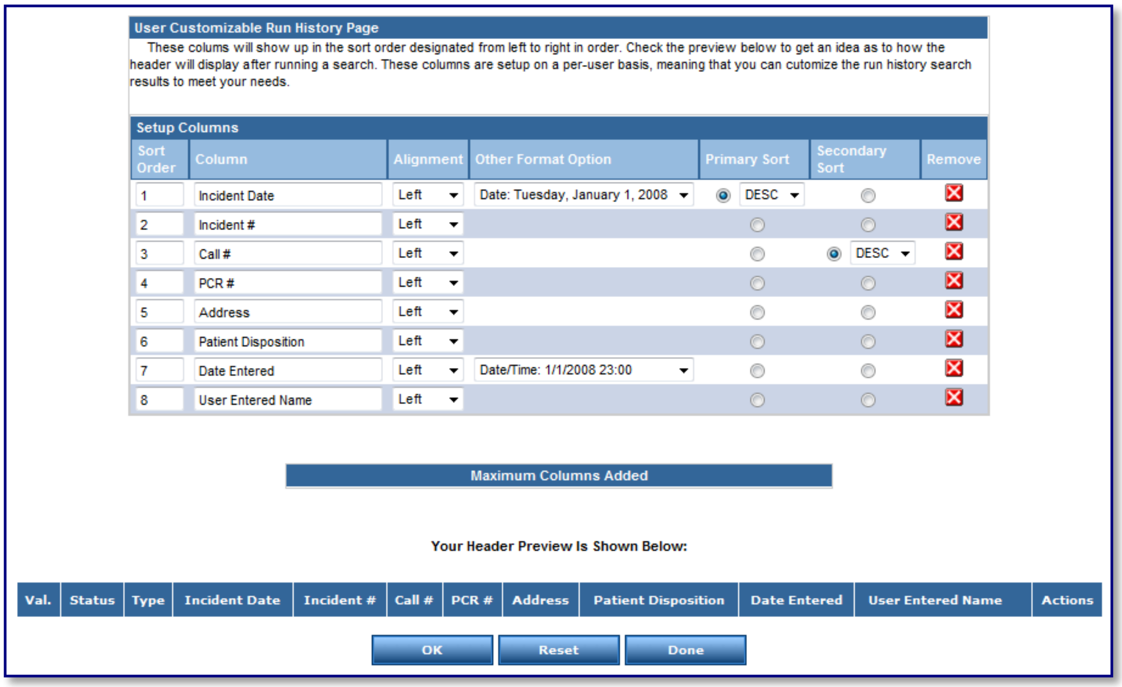
Run History

6.1 Run History

You can now customize the page that displays the your search results for run history to display whichever information is most pertinent to you.

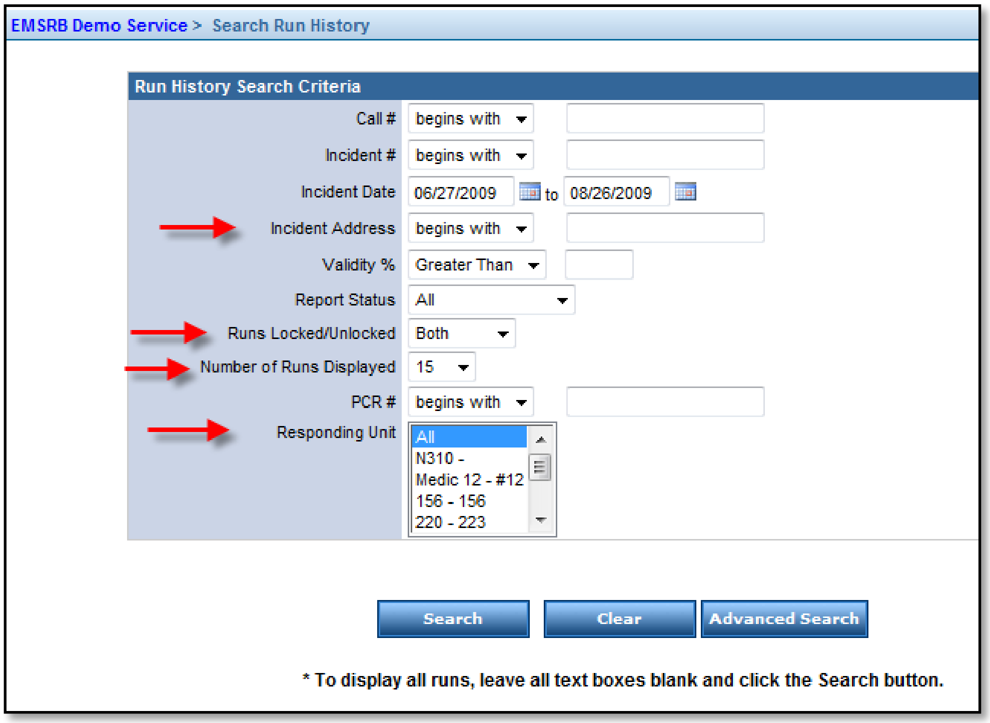
Run History Display Customization

- Each MNSTAR user may customize how he/she would like to set up and view the *Run History* page.
  1. To do so, choose Run History, click the" Search" button. The user is now able to see in the upper left hand corner in blue the wording: *Customize Run History Page*.
  NOTE: By clicking on this option the user is able to select and reconfigure the data elements dispalayed on the Run History page. ImageTrend has maintained a few default values: Validity, Status, Type, and Actions.
- The user has the ability to edit the column (element) name, determine a date/time format, and set the primary and secondary sort order. In addition, the name can be edited as to how it will appear on the Run History page.



6.2 Run History Updates

The run history search page now has search filters to generate EMS Calls based on incident address, locked/unlocked calls, responding unit, and also the default number of run results to bring back upon the search.



Advanced Search
The advanced search feature has two new filters to bring up calls by provider impression and response disposition. The crew member can now be searched based on name instead of the crew member ID being entered.

Run History Search Page Speed
The run history search page will now have a much shorter load time.

State Bridge Batch Printing
Batch printing is an option that allows the users to print more than one PDF report at a time. The maximum number of records that can be batch printed is 15. The number of records that will show on the Run History page has been defaulted to 15 for this reason. The user can navigate to the next page of 15 records and batch print those.

Chapter 7

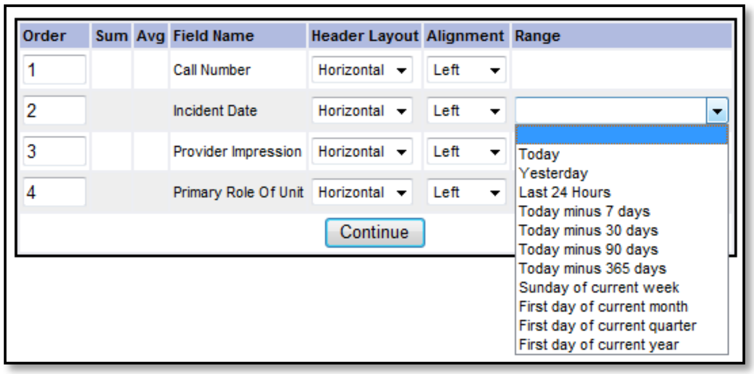
Report Writer Reports

7.1 Report Writer Reports

Enhancements have been made to Report Writer to make it more efficient and effective.

Incident Date Range Options

New date range reporting options for "Yesterday" and "Last 24 Hours" are now available in Report Writer.



QA/QI Report Search Criteria

The issue where the PCR # search filter was not working on the QA/QI report has been fixed.

Fractile Response Time Filter

Fractile response time has a new filter to run reports on “First Defibrillation Time”. For example, the report can be run to see fractile response times from at scene time to first defibrillation time.

Schedule Report

The selection box to choose the staff to automatically schedule the ad hoc reports has been enlarged for easier selection.

Staff Review Report

The Staff Review Standard Report will return results for a user logged in at a non-administrative level. Earlier it would only display results to system administrators.

Procedure Competency Report

The procedure competency report will not cause an error in the case of a run where no procedures were documented

Chapter 8

Import Enhancements

8.1 NHTSA/NISE XML Import Updates and Enhancements

Enhancements have been made to the *Imports* section to allow for better statistics and a more efficient workflow.

Software Creator, Name and Version

E1.2 (Software Creator), E1.3 (Software Name) and E1.4 (Software Version) will be collected upon NEMSIS XML Imports to get better statistics on how many runs are being imported from which software vendors and versions into all of our systems.

Associated User XML Import

Associated users should no longer have any issues importing NEMSIS XML files into any of their associated services. The error that occurred before would say that there is a missing user name or password.

8.2 New Features for NHTSA/NISE 2.2.1 XML Data Exchange

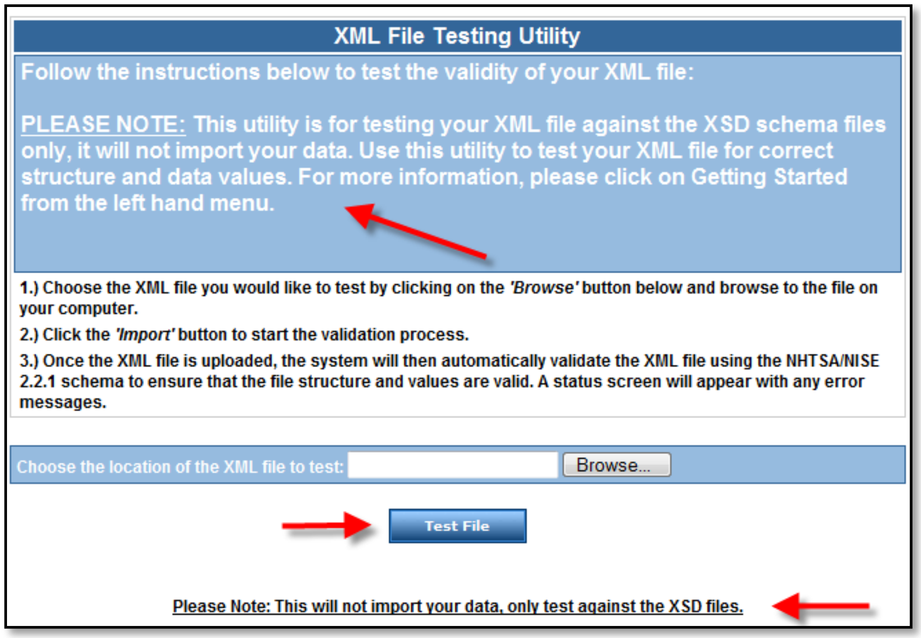
The *Imports* section now features helpful resource links and testing utility to improve the function of imports.

Getting Started - Helpful Resource Links

The NHTSA/NISE 2.2.1 XML Import Section now has more information links to help the user understand the whole process of importing an XML file. It has several resource links to provide information that can be easily exported into an excel document - full list of data elements, full list of active data elements, Medication Given (E18.3) Codes List (NISE Codes), Prior Aid (E9.1) Codes List (NISE Codes), Medical History (E12.10) Codes List (NISE Codes), Procedures (E19.3) Code List (NISE Codes), Destination (E20.2) Codes list. It also includes a new section that lists all the frequently asked questions as far as XML imports are concerned.

Testing Utility

Vendors will now have the capability to test an XML file for errors without really importing it into the system. No data will be impacted or inserted into the system with these test imports.


XML File Testing Utility
Follow the instructions below to test the validity of your XML file:
PLEASE NOTE: This utility is for testing your XML file against the XSD schema files only, it will not import your data. Use this utility to test your XML file for correct structure and data values. For more information, please click on Getting Started from the left hand menu.
1.) Choose the XML file you would like to test by clicking on the 'Browse' button below and browse to the file on your computer.
2.) Click the 'Import' button to start the validation process.
3.) Once the XML file is uploaded, the system will then automatically validate the XML file using the NHTSA/NISE 2.2.1 schema to ensure that the file structure and values are valid. A status screen will appear with any error messages.
Choose the location of the XML file to test:
Browse...
Test File
Please Note: This will not import your data, only test against the XSD files.

Chapter 9

QA/QI Notes and the Inbox

9.1 Chapter Overview

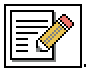
QA/QI and the inbox have several new features to improve efficiency. This chapter features overviews on working with the inbox and how to add a QA/QI report.

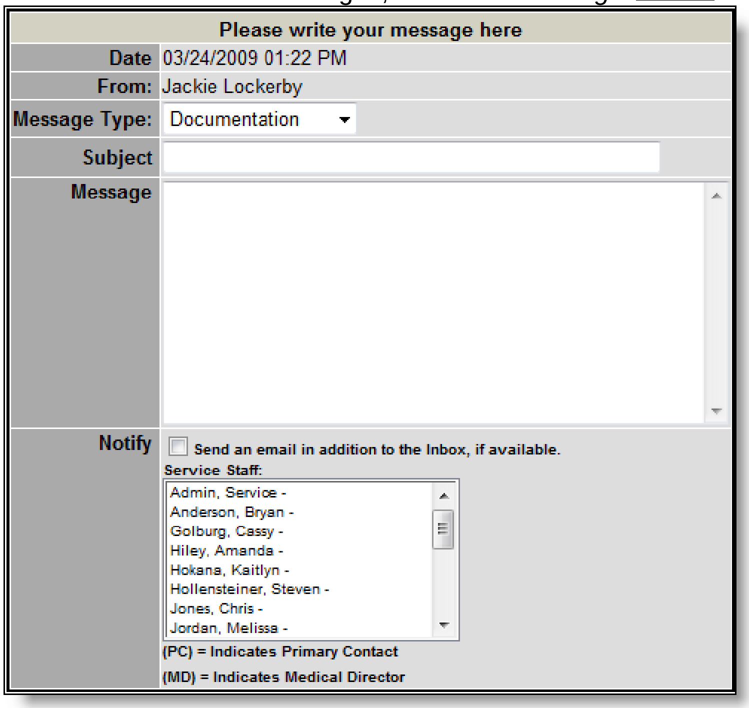
9.2 Working with the Inbox

The *Inbox* can be used in the same way as an email inbox, to send, receive or store messages from other system users.

Sending New Messages

Users can send new notes to other system users.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox.*
3. From below the list of messages, click *New Message* .



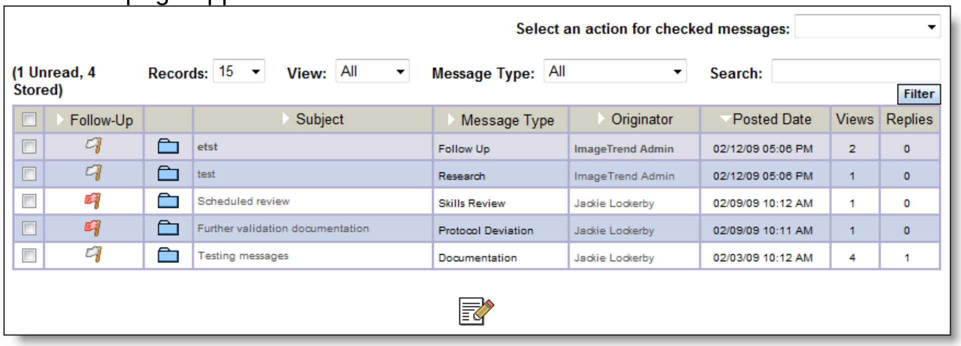
4. From the *Message Type* drop down menu, select the desired category for this message.
5. In the *Subject* text box, type a title for the note.
6. In the *Message* text field, type the note.
7. In the *Notify* scroll box, select the names of all staff to receive the note.
   HINT: To select more than one person, press and hold *Ctrl* while clicking each name.
8. When finished, to send the note, click *Submit.*
   To clear all text of the note, click *Reset.*
   To return to the list of received notes, click *<<Back.*

Viewing Messages in the Inbox

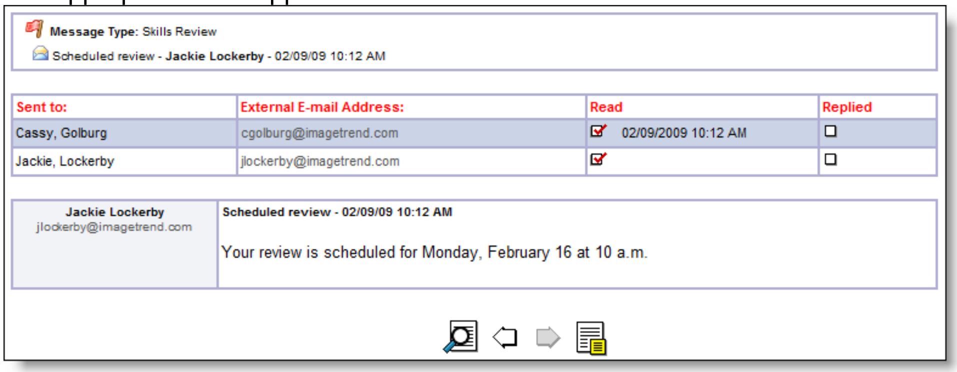
The *Inbox* is how users obtain, respond and write messages pertaining to specific incidents or to communicate with other members of the service, medical direction or other system users. Message status is maintained within the system to verify when messages are sent, replied to and read. Messages can be stored in the inbox for later reference. When unread messages are present in the inbox, a notification will appear on the top toolbar and on the *Inbox* link in the left menu.

1. From the top toolbar, click *My Service.*
2. From the left menu, click *Inbox* 

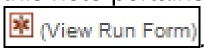
.
   The *Inbox* page appears.



3. To view a particular note, click the linked subject text or the corresponding folder icon .
   The appropriate note appears.



4. To view a PDF file of the report to which this note pertains, from the *Associated Run Report Options* section, click *View PDF* 

.
5. To view the online form of the report to which this note pertains, from the *Associated Run Report Options* section, click *View Run Form* 

.
6. To return to the list of messages, click *List of Message* .

Replying to Messages in the Inbox

To share additional information with the sender of a note, users can use the inbox to reply to notes that they have received.

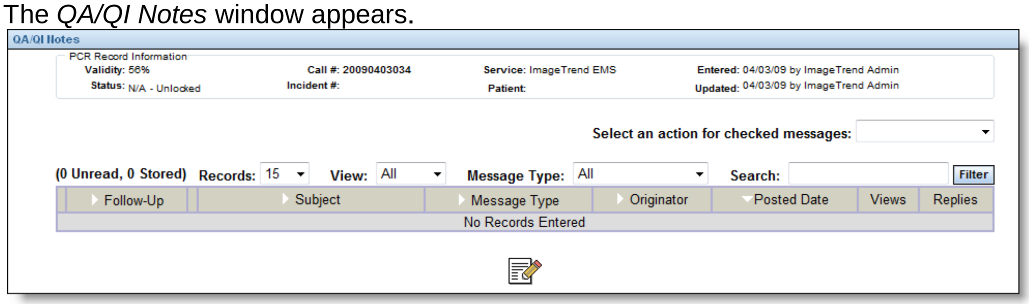
1. Open the note to which you want to reply.
2. From the bottom of the page, click *Reply This Message* .

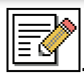
3. In the *Message* text field, type all desired text for the note.
4. To send the note, click *Submit.*
   To clear all text in the note, click *Reset.*
   To return to the original note without saving any changes, click *<<Back.*

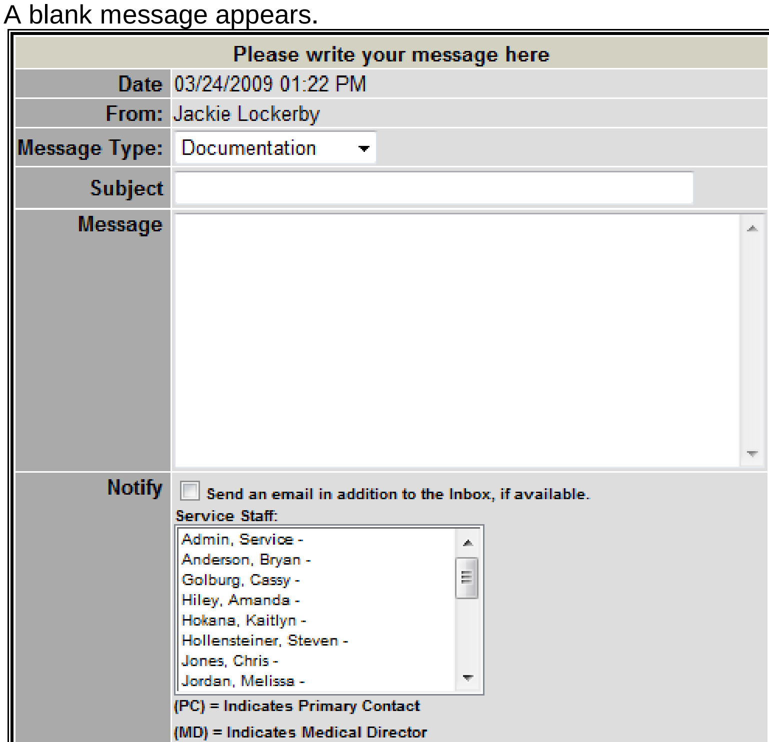
9.3 Adding QA/QI Notes to a Run Report

Administrators can add notes to completed run reports with comments for the personnel included in the incident. These notes will be attached to the incident and sent to the inboxes of any personnel included.

1. From the existing run form to which the note will pertain, from the run form toolbar, click *Form Options* and *Add QA/QI Note.*
   The *QA/QI Notes* window appears.



2. Click the *New Message* icon .
   A blank message appears.



3. From the *Message Type* drop down menu, select a type of message to help with categorization.
4. In the *Subject* text box, type a name for the message.
5. In the *Message* text box, type the body of the note.
   NOTE: Information must be typed in the *Message* text box before the message can be sent.

6. In the *Notify* section, select the names of staff who should receive this message in their State Bridge inbox.
   NOTE: Staff already associated with the incident will be listed in the *Staff Associated with this Incident* section and their checkboxes can be selected. Other staff for the service will be listed in the *Service Staff* scroll list. Multiple staff members can be selected from this section by pressing and holding *Ctrl* while clicking each name. A link to the incident report will also be included in the message.
7. To send emails with the message to all selected staff at the email address listed in their profile, select the *Send an email in addition to the Inbox, if available* checkbox.
8. To post the note, click *Submit.*

9.4 Inbox Updates and Enhancements

Message Batch Delete

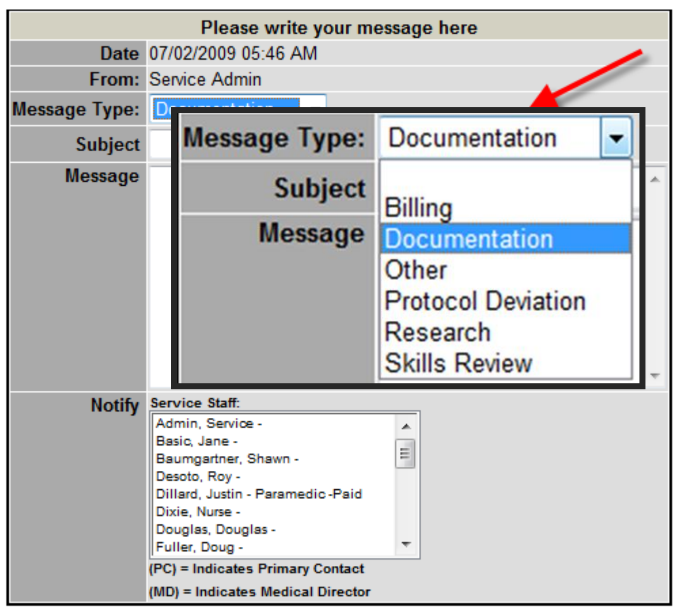
The internal messaging system has options to allow users to do batch delete of messages if their permissions permit them to do so. Deleting a QA/QI note from a user's internal MNSTAR email inbox will not delete it from the actual run that the QA note was sent from.

Follow Up

Users can choose to flag important messages for follow up in the future and clear the flag when they are done with their needed review. (Similar to Outlook email.)

Message Types

All messages sent within the internal messaging system can be flagged with a specific message type that can be custom defined by the system administrator (for example, documentation messages, protocol deviation, billing, skills review etc.). There are filters listed on the main inbox list page to pull up messages that belong to a specific message type.



Quick Search - A new search feature has been developed in the internal messaging system on MNSTAR to allow users to easily pull up the message that they are looking for. It gives the capability to search on the following fields: the author's name, the names of the authors replying, body of the message, the subject, and even the body and subject of the replies.

Replying to Message, Adding Recipients - Internal messaging reply capability will not be limited to just the users who initially received the message. Users can now add additional users when replying to a message.